

Business.gov Monthly Update – December 2005

Making it Easier for Business to Do Business

Feedback from Businesses

"First, they should eliminate any kind of fancy jargon and keep it in laymen's terms so people will understand what they are saying."

–Entrepreneur, SC

"It saves a lot of time as opposed to having to drive somewhere to get [a form] because you can just download and print it[...] So you know the files and the forms [...] will save you time."

–Small Business Owner, SC

MONTHLY STATS

Customer Satisfaction Score (Oct. – Early Dec.): 74

(government benchmark is 71)

Hours Saved: *Coming Soon*

Unique Visitors (November):

255,358 (-5% change since previous month)

Quality of Search (Oct. – Early Dec.): 75 (government benchmark is 71)

Broken Links: *Coming Soon*

UPCOMING EVENTS

Monthly Advisory Group Meeting:

Tuesday, January 10, 2006
10:00 – 11:30 am
SBA, 2nd Floor Eisenhower Room

Advisory Group Meeting:

Wednesday, February 8, 2006
10:00 – 11:30 am
SBA, 2nd Floor Eisenhower Room

Governance News

Special thanks to Kim Nelson, EPA's CIO, for her support of Business.gov throughout the years. We wish her the best of luck as she moves to new horizons.

December Accomplishments

The final months of calendar year 2005 saw many accomplishments toward re-designing Business.gov. Among these accomplishments, the BG team:

- Completed a draft concept of operations (CONOps) for the portal and compliance assistance tool
- Developed *About Us* page on Business.gov:
http://www.business.gov/general/pmo_doc/pmo_documents.html
- Completed look-and-feel re-design templates 12/6/05
- Forms Catalog enhancements, including:
 - Users now have the ability to print an entire page
 - Database change to support the ROCIS interface

Ongoing Activity

Other ongoing BG activity includes the following:

- Work with OMB and Ombudsman to coordinate the SBPRA annual data call process and improve information quality.
- New graphics/artwork for Business.gov will be completed by 1/31/06
- Identify scale-able data harmonization opportunities; *please send any leads for opportunities to* shivani.desai@sba.gov *and* brad.pantuck@sba.gov.

Technical Update

BG's technical team is in the process of compiling a consolidated requirements analysis that includes search, portal, COMPASS, and content management requirements. The technical team is also identifying the best, most cost-effective solution for hosting Business.gov.

PMA Milestone Update

Most agencies were GREEN for Q4 FY05 and Q1 FY06 milestones. A high-level time-line for the upcoming **Q2 FY 06 Data Call** is below:

- Received Advisory Group input concerning compliance on November 28, 2005 (re: definition of compliance assistance and of resource types)
- Send out FY 06 Q2 Data Call in early January 2006
- Acquire automated tool in FY 06 Q to aid in keeping information current
 - RFI in process of being completed
 - RFP/Acquisition in the March/April 2006 timeframe

Budget Update

The Commerce Justice bill, HR 2862 became Public Law No: 109-108, requiring congressional approval for the moving of funds between agencies. The BG team is taking the potential funding implications into account in its project planning. Despite these circumstances, agencies still have the protocol 45 days from the signing of their appropriation bill to transfer funds to SBA.

CONTACT INFORMATION

URL: www.business.gov

Program Management Office: bgpmo@sba.gov, 202-401-8274

Shivani Desai, Program Manager: shivani.desai@sba.gov, 202-205-6285

Program info.: http://www.business.gov/general/pmo_doc/pmo_documents.html